

FIG. 2

70

START

"I WANT TO CONTACT JOHN"

RECEIVE USER INPUT

74

PERFORM RECOGNITION

72

DETERMINE CONCEPT BASED ON WORDS

76

FIND ATTRIBUTES OF THE CONCEPT

78

FIND INFERENCE OF THE CONCEPT

80

NAME

JOHN JANE ...

CONTACT

NAME

EMAIL

CELLPHONE #

HOME PHONE #

81

SCAN?

82

PERFORM SCANNING ON MISSING CONCEPTS

84

ASK QUESTION TO USER DIALOG

PROMPT THE USER?

83

YES

NO

PROCESS REQUEST

86

END

88

FIG. 2

FIG. 3 is a diagram illustrating a fuzzy inference process for contact information.

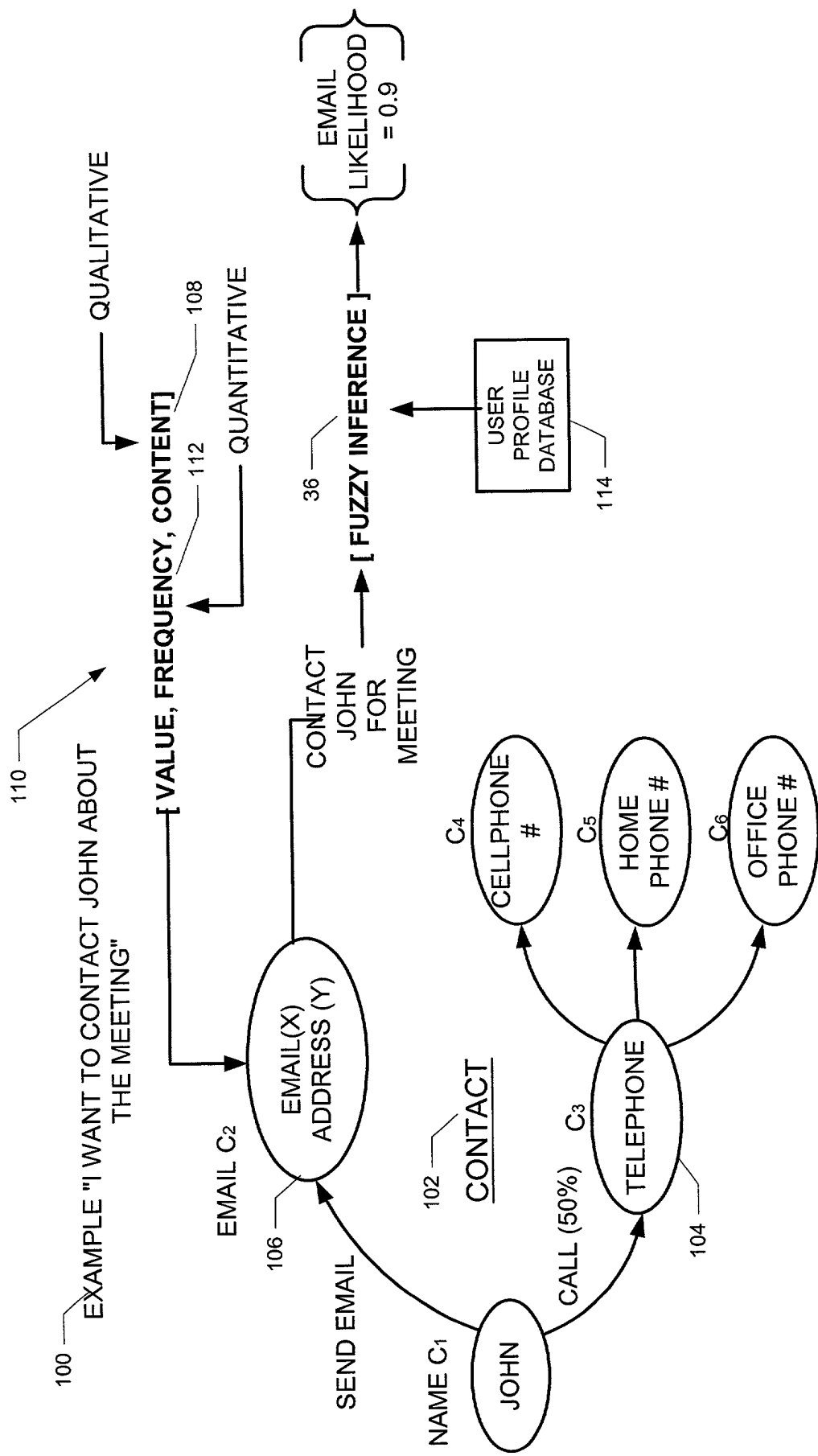


FIG. 3

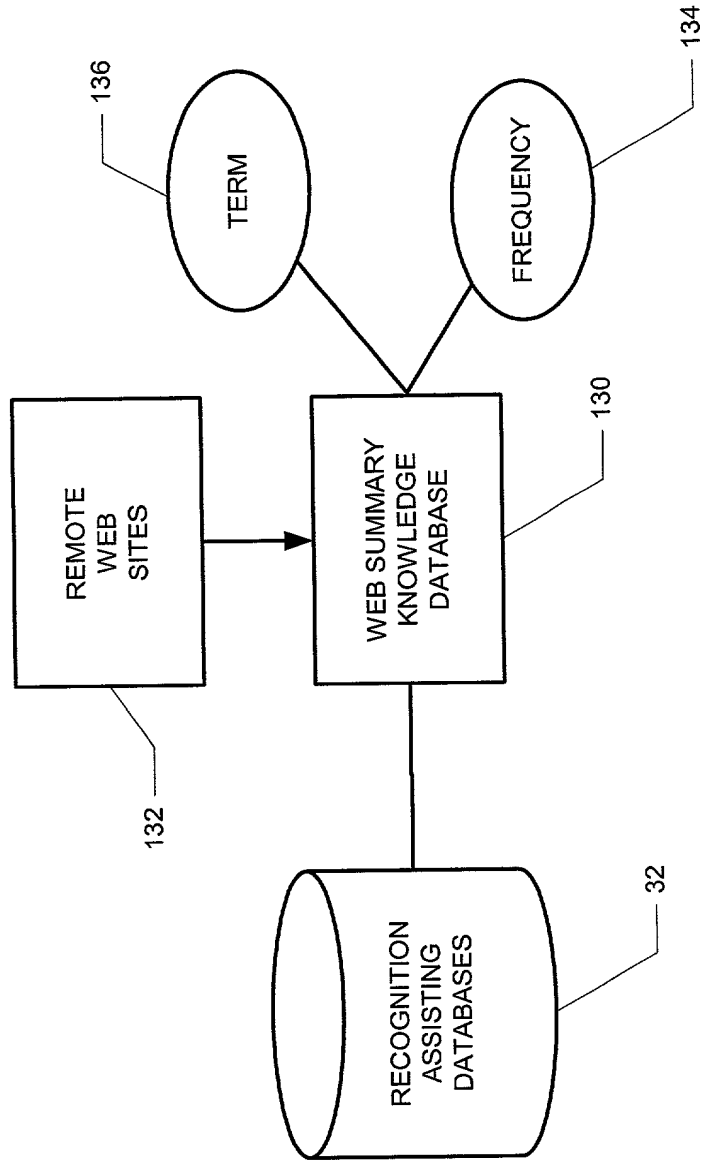


FIG. 4

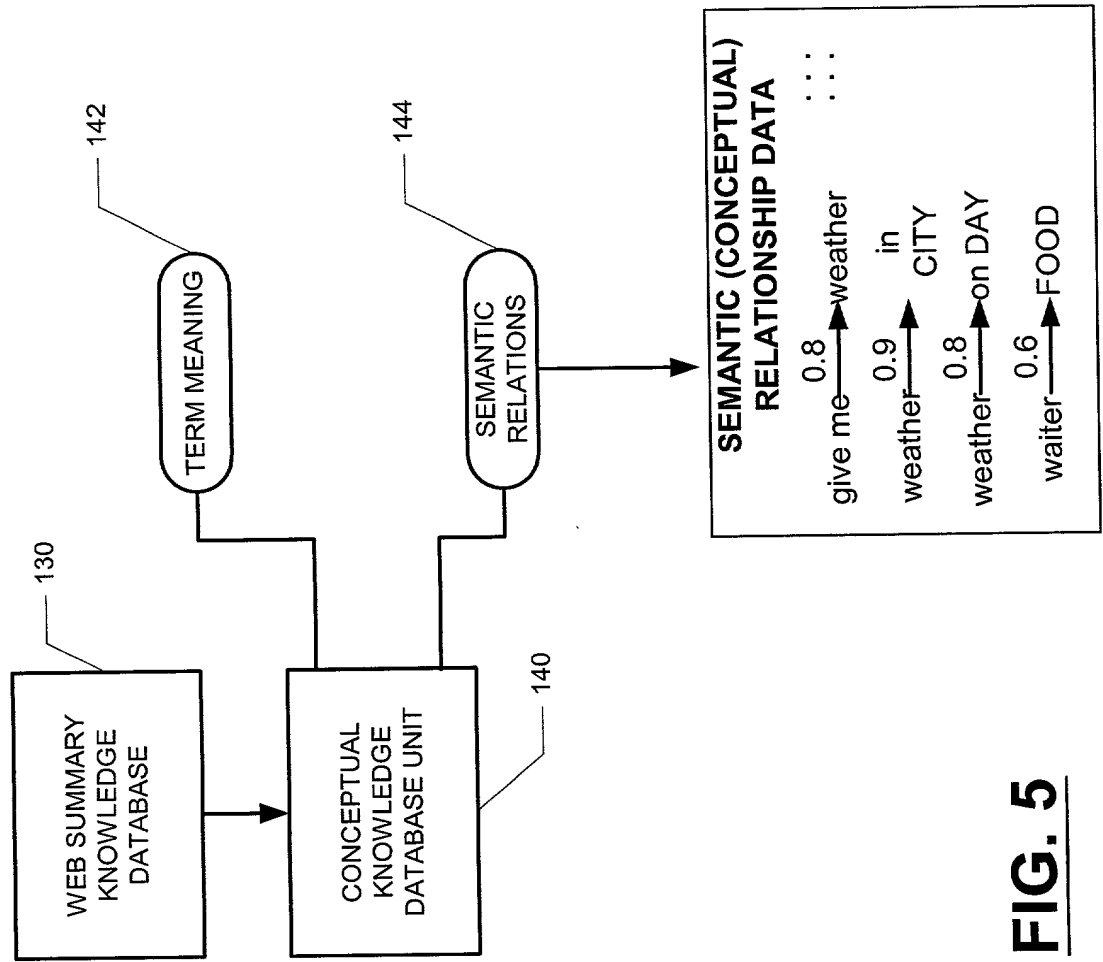


FIG. 5

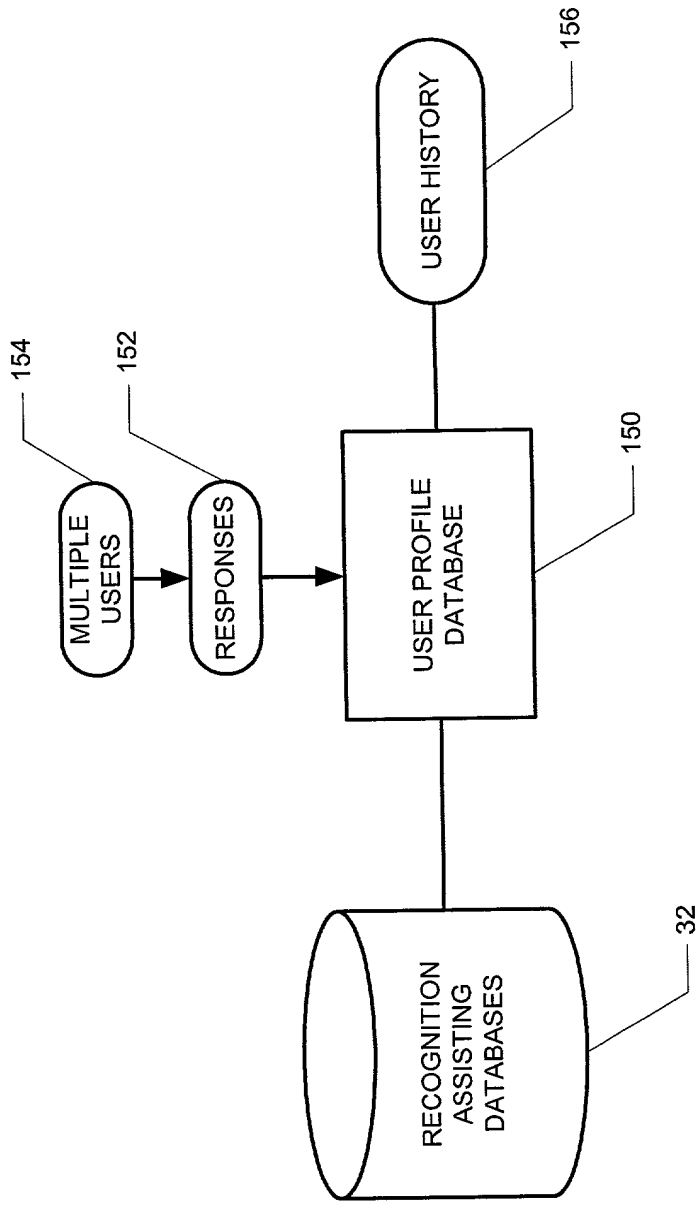


FIG. 6